unfair iradc practices, Further, in order In protect Iheir interests mul lo educate the prospective customers mul distributor!*, de, uhoul the genuineness and ciipiihilities of the parallel marketeers, u system of rating of perullcl marketeers for evaluation of Iheir capabilities, infrastructure net-work and readiness to carry out professed business and deliver goods and services promised, has been Introduced.

(c) and (d) In June, 1992, Ministry of Petroleum and Natural Gas set up a Group of Members of Parliament lo examine various aspects of supurious LPG cylinders entering into the marketing system and lo suggest ways and means lo improve the murkellugof LPG In general with emphasis on checking the entry of spurious cylinders into (he marketing network. Most of the recommendations which have been accepted/accepted with modification by the Government have been Implemented or arc under implementation. The main recommendations of the Group about customer
services are:—

(a) Customers Service Cell should be made more effective.

(b) Senior Officers of Oil Companies shouldmeet customers/forums for solving customer grievances.

(c) Customers are free to purchase LPG stove from any source. Action should be taken against distributors who forced sale of stoves.

(d) Second telephone for distributors selling more then 4000 refills per months.

(c) Impart training to delivery boys/ distributos' staff for courteous behaviour.

Chukniu Refugees of Arunachal Pradesh

1.151. SHRI NYODEK YONGGAM: Will the Minister of HOME AFFAIRS be pleased lo state:

(a) whether it is a fact that Chakma refugees of India including the Chakma refugees of Arunachal Pradesh have approached UNHRC (United Nations Human Rights Commission), NHRC (National Human Rights Commission) lo investigate inhuman treatment given to Ihcm by the Government of Arunachal Pradesh;

(b) 11 so, what is lite reaction of Government
thereto?

(c) whether there is any prima facie cases
of inhuman treatment meted lo Chakma refugees in Arunachal Pradesh by the State Government; and

(d) If so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI P.M. SAYEED): (a) and (b) The Chakmas settled in Arunachal Pradesh had approached the National Human Rights Commission (NHRC) alleging violation of their human rights by llie Government of Arunachal Pradesh. There Is no information as to whether they had also approached the United Nations Human Rights Commission. On receipt of some reports of the problems faced by the Chakmas, the Central Government had advised the State Government lo take necessary steps for providing security to all residents and to ensure normal supplies of essential commodities and medical facilities in the Chakma inhabited areas.

(c) and (d) Some such reports were received. The Stale Government was advised to ensure security, normal supply of essentialcommodities and medical facilities in the areas Inhabited by Chakma refugees in Arunachal Pradesh.

Discontinuance of Certificate of Proficiency Exam for Radio Officers

1552. SHRI RAMACHANDRAN PILLAI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether It Is a fact that Department of Telecommunications has announced vide Its Notification published In the Hindustan Times dated 3rd February, 1995 that Certificate of Proficiency Part I examination for Radio Electronic Officers will not be conducted after the present session of March-April, 1995 due to probable Introductions of Global Maritime Distress Safety System;

(b) whether Government have received representations from various Marine Radio Officers Training Institutes opposing this sudden discontlnance of C.O.P. examinations; and